



Maine Department of Transportation
Direct Hire Vacancy Announcement
Customer Representative Associate 1 – Ferry

Bulletin 15-119

CODE: 6596

RANGE: 11

SALARY: (\$12.14 – \$17.01 hourly)

Value of State-paid Health & Dental Insurance – Effective July 1, 2015

\$390.86 bi-weekly: Less than or equal to \$30,000.00 – 5% Employee Contribution of Premium

\$370.98 bi-weekly: Greater than \$30,000.00 or equal to \$79,999.00 – 10% Employee Contribution of Premium

Value of State's share of employee's retirement: 15.3% of pay

SEARCH OPENED: October 7, 2015

CONTACT: Beth Getchell

CLOSING DATE: October 21, 2015 at 4:30 p.m.

TELEPHONE: (207) 624-3071

POSITION TYPE: Permanent Part-time

LOCATION: Rockland

POSITION #: 02530-0832

BUREAU/DIVISION: Bureau of Maintenance & Operations – Ferry Service/Multimodal Operations

JOB DESCRIPTION: The primary responsibility of the position is to assist in the management of the Rockland ferry vehicle line queue. Sells tickets and collects appropriate fares in accordance with published tariff for persons and vehicles using vessels or parking facilities of the Maine State Ferry Service (MSFS). Counts number of tickets sold and money collected during assigned shift, prepares shift activity/cash reports, prepares and maintains records of monetary deposits and receipts, provides schedule, fare, and other information to MSFS customers and the general public in person and via the telephone. Cleans/maintains the interior/exterior of the terminal. Training will be provided in security awareness, screening of vehicles, passengers, and operation of security/security communications equipment. Work involves weekends, holidays, and those hours necessary to cover for staff on leave. Performs other duties as required or requested by immediate supervisor.

MINIMUM QUALIFICATIONS: Training, education, or experience in office and administrative support work that demonstrates 1) competency in applying a solid knowledge of the principles and practices of quality customer service to perform complex work in assisting the public on matters such as communication transmissions, employment, ferry, social, or public services; and 2) ability to use independent judgment in handling exceptions to established work assignments, priorities, and schedules. All positions in this classification assume the qualifications of: Customer Representative Assistant I and Customer Representative Assistant II.

LICENSING/REGISTRATION/CERTIFICATION REQUIREMENTS: Position requires a valid Class C Maine Driver's License. 30-days to obtain a TWIC Card (Transportation Worker Identification Credential Card.) Card provided by TSA – Transportation Security Administration.

SELECTION PROCESS: Applicants must forward a letter of interest and Direct Hire application and copies of post-secondary transcripts, licensing/registration/certifications, etc. to: MaineDOT, Human Resources, Attn: Beth Getchell, 16 State House Station, Augusta, ME 04333-0016 no later than 4:30 p.m. on Wednesday, October 21, 2015. Internal transfers (those already in the above classification for MaineDOT) who are interested in an interview may contact Beth Getchell at 624-3071 to be interviewed along with certified candidates. Applications are available by calling, (207) 624-3050 and are also on the MaineDOT website: <http://www.maine.gov/mdot/jobs/index.shtml>. Specific questions relating to this position can be directed to Kathy Lanphier in the Rockland office at 596-5400.

PLEASE NOTE: AN EMPLOYEE WHO TRANSFERS TO A POSITION IN THE PRO/TECH, SUPERVISORY, OR ADMINISTRATIVE SERVICES BARGAINING UNITS OF MSEA MUST REMAIN IN THAT POSITION A MINIMUM OF SIX (6) MONTHS BEFORE HE/SHE IS ELIGIBLE TO APPLY FOR ANOTHER TRANSFER. THIS REQUIREMENT DOES NOT APPLY TO SEASONAL EMPLOYEES

MAY BE REPRODUCED TO SATISFY BULLETIN BOARD DISTRIBUTION

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